

# JANE BAUDELAIRE

Program Manager, UST Healthproof

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📍 Greater Reno, Nevada area

## SUMMARY

With over 25 years of healthcare industry experience, I have worked hard to advance my career while contributing to the success of several organizations primarily in the healthcare space.

I am the person called into the room to deal with the difficult situations. Combining technical knowledge and finely honed soft-skills, I leverage relationships to find collaborative solutions to complex problems.

Effective communication starts with listening and I pride myself on understanding my role in making sure all team members feel heard, are engaged and on board with the strategic direction of the projects we conquer.

## EXPERIENCE

### Program Manager

UST Healthproof

📅 10/2021 - Ongoing 📍 Remote

Business process as a service (BPaaS)

- Manage program implementation of clients on UST claims adjudication platforms including direct client engagement and third-party vendor management.

### Manager, Platform Operations

Bind Benefits, Inc

📅 03/2018 - 10/2021 📍 Minneapolis, MN

On-Demand Health Insurance

- Successfully lead the implementation of an off the shelf Claims Adjudication solution including the required system hooks and integrations.
- Manage a team of Data Analysts triaging and solving operational challenges while leveraging key internal and external relationships to prioritize and collaboratively correct critical issues.

### Program Manager

Thomson Reuters

📅 07/2017 - 03/2018 📍 Eagan, MN

The Answer Company

- Lead a PMO technology team in the Legal Services portfolio while acting as the Program Manager of multi-year, Blue Chip technology initiative.

## KEY STRENGTHS



### Effective Producer

Ready, willing and able to jump into new assignments and make a difference quickly.



### Unflappable

The ultimate diffuser using strong perceptive skills to get to the heart of the matter leveraging relationships to foster collaboration.

## SKILLS

### Communication

Native



### Project Management

Native



### Financials/Analytics

Proficient



### Health Care

Native



### Software Development

Advanced



### Database Design

Advanced



### Relationships

Native



## EXPERIENCE

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### PMO Lead / Program Manager

#### Optum

📅 09/2013 - 07/2017 📍 Eden Prairie, MN

PMO Lead of Optum Payment Integrity \$50M portfolio

- Lead a team of Program and Project managers in a scaled Agile technology environment

### Sr. Project Manager

#### Express Scripts

📅 03/2013 - 09/2013 📍 Bloomington, MN

Pharmacy Benefit Management

- Managed multiple technology software development projects supporting the Medicare/Medicaid line of business.

### Senior IT Project Manager

#### Meritain Health

📅 05/2010 - 03/2013 📍 Plymouth, MN

Third Party Insurance Administrator

- Drove technical aspects multi-year, enterprise level migration/integration program aimed at consolidation of several claims processing systems.

### Project Manager

#### Aurora Health Care

📅 02/2006 - 05/2010 📍 Milwaukee, WI

\$5B Non-profit health care system

- Managed, planned and controlled processes of creation of software/information systems following SDLC, including construction, implementation and transition.

### Web Application Developer

#### Aurora Health Care

📅 2001 - 2006

- Developed, implemented and maintained multiple websites and applications. Executed design work with HTML, ASP and Flash with numerous software, including FrontPage 2000, Adobe Go Live 5.0, AdobePhotoshop 6.0, Image Ready, Macromedia Flash 5.0, Visual Studio 6.

### Help Desk Analyst

#### Aurora Health Care

📅 1999 - 2001

- Led troubleshooting efforts for PC and mainframe support calls, resolved queries and provided solutions. Maintained and supported over 600 software applications, three operating systems and multiple PC and server peripherals in Novell Network Environment.

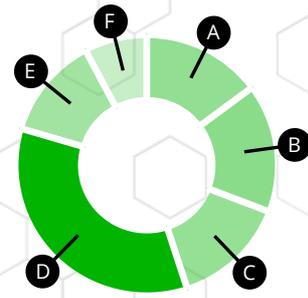
### Sr. Application Support Analyst

#### Extendicare Health Services, Inc.

📅 1998 - 1999 📍 Milwaukee, WI

## MY TIME

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- A Cooking
- B Reading/Writing
- C Fitness
- D Dogs, Family & Friends
- E Spiritual Growth
- F Community Service

## EDUCATION

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### MS, Computer Information Systems

#### University of Phoenix

📅 2002 - 2004

### Micro Computer Specialist - Networking

#### Milwaukee Area Technical College

📅 1997 - 1999

### BA, English Communication Arts

#### Mount Mary University

📅 1987 - 1991

## QUOTES

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"Don't kill if you can wound, don't wound if you can subdue, don't subdue if you can pacify, and don't raise your hand at all until you've first extended it."

Wonder Woman

## WORK STYLE

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### Myers-Briggs

ISTJ - "The Inspector"

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### Strength Finders

Strategic, Achiever, Intellection, Command, Restorative (SCARI) -  
"Thoughtful Problem Solver"

## VOLUNTEER

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### Dog Foster

#### Boxers and Buddies

📅 10/2021 - Ongoing

Foster dogs for local rescue organization.

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### Dog Foster

#### Heading Home K-9 Rescue

📅 2017 - 2021

Foster dogs

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### Small Group Facilitator

#### First Universalist Church

📅 2012 - 2018

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### Fundraising/Events

#### First Universalist Church

📅 2011 - 2018

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### Facilitator/Publisher

#### The OmniVerse

📅 2017 - 2018

Facilitate a monthly poetry group and create and publish a monthly newsletter supporting this group.

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### Dog Adoption Customer Service

#### Animal Humane Society

📅 2013 - 2015